

CITY OF ASHEVILLE			
TRAVEL AUTHORIZATION FORM			
Traveler Name	Brenda G. Mills	Department	General Administration/CMO
Destination	Arlington, VA	Dates of Travel	April 15-22, 2018
Departure Date/Time	April 15, 2018 @ 10:35am	Return Date/Time	April 22, 2018 @ 6:45pm
Account/Project Code	11000015 523001	Travel Advance Request	\$0
Purpose of Travel	Training Course - "Foundations in Public Participation (5 days) - The Participation Company Planning for Effective Participation (M-W) / Techniques for Effective Participation (Th-Fri)		
If traveling with other City employees, please list names	Not applicable		
<u>Type of Expense</u>	<u>Estimated Cost</u>	<u>How Paid/To Be Paid</u>	<u>Document Reference</u>
Registration	\$1,525.00	Procurement Card	Email Confirmation
Transportation			
Method: Airfare	\$462.60	Procurement Card	Airline Confirmation & Receipt
Lodgings	\$1,475.14	Procurement Card	Hotel Email & Final Receipt
Meals	\$448.50		
Other (list): _____			
Total Estimate	\$3,911.24		
Comments:	This trip will require airfare, public and other transportation. No meals are served. I will pay for 4.21.18 hotel night as a personal expense.		
This traveler has read, understands, and agrees to abide by the City's Travel Policy. The traveler further understands that he/she is a representative of the City of Asheville at all times while traveling on City business.			
Traveler	Date Requested	Division Director	Date Approved
Department Director	Date Approved	City Manager	Date Approved
INSTRUCTIONS			
One form per trip per traveler is required.			
If a travel advance is requested: Enter the method of transportation in the blank provided and list any other expense item not shown on the form. Then enter the estimated cost for each item; whether paid by fpo, travel advance, procurement card, etc.; and the related fpo # and/or any other document reference information available.			
Attach justification for travel by air if applicable.			
Explain any item necessary in the Comments section of the form.			
The Date Requested and Date Approved lines are for the actual date requested/approved, not necessarily the date the form is signed.			
GOVERNMENT RATE ELIGIBILITY			
The City of Asheville is a unit of local government and a political subdivision of the State of North Carolina. This document, appropriately approved, entitles the traveler to any discounts on lodging, transportation, etc., to which government employees are eligible while on official business.			

FOUNDATIONS IN PUBLIC PARTICIPATION: COMMUNITY ENGAGEMENT TRAINING

Two modules, each focusing on one of the two major phases of public communication and participation – Planning and Techniques – offered over 5 days in partnership with the International Association for Public Participation (IAP2).

Minimum Class Size: 15

Maximum Class Size: 25 unless noted otherwise by specific location

Foundations in Public Participation – The International Association for Public Participation (IAP2)

Public involvement and community engagement are constantly changing. IAP2's highly respected training program has evolved with ongoing changes in demographics, people's attitudes and expectations, and public policy.

Both new and experienced practitioners and managers of community engagement will benefit from the structure, proven techniques, and knowledge that you'll learn in this highly interactive training course.

This course, **Foundations in Public Participation**, will let you hit the ground running, armed with the knowledge and confidence you need to plan and execute effective public initiatives with community engagement for any area in which you may be working. The course is divided into two modules, each focusing on one of the two major phases of public communication and participation: Planning and Techniques. Upon completion of both modules, you will receive a certificate of completion from IAP2.

Designed by successful practitioners who work with diverse populations and divergent circumstances throughout the world, this comprehensive new program is grounded in what you, your peers, and your mentors have told us about your training needs.

Module 1: Planning for Effective Public Participation (Three Days)

NOTE: This course is a prerequisite for the subsequent module, *Techniques for Effective Public Participation*.

A major reason that initiatives fail to reach their goals is inadequate planning and preparation. This module provides you with a proven structure that will greatly increase your odds of a successful project. This hands-on course gives you the opportunity to delve into your own challenges with public project planning and communication as you learn and review the essential elements of effective public participation.

In this module, we will cover:

- Evaluating the scope of a decision and identifying the processes needed.
- Identifying the decision steps, including timing and needed resources.
- Establishing roles and responsibilities of the primary parties.

- Developing a comprehensive, decision impact analysis to identify the stakeholder community, their concerns, and hopes for optimal community engagement.
- Selecting the appropriate level of public participation.
- Setting clear and achievable objectives.
- Developing a detailed public participation plan.
- Planning for public communications initiatives that support the process.
- Identifying appropriate evaluation tools to measure the effectiveness of the initiative.

Module 2: Techniques for Effective Public Participation (Two Days)

NOTE: This course requires completion of *Module 1: Planning for Effective Public Participation*.

Once you have completed the required planning module, you're ready to add 40+ practical tools and methodologies to your public participation toolkit. Working experimentally with seasoned IAP2 trainers and your peers, you'll now learn powerful techniques you can put to immediate use in your next project. This module breaks down specific methods, including World Cafés, Interviews, Revolving Conversations, and Advisory Groups. You'll leave armed with a wealth of reference material, IAP2 tip sheets, and the ability to select appropriate procedures for each new project. You'll also learn how to establish and maintain effective internal and public communication during the process.

Pricing

Class	Days	Standard	Early
Foundations Full Week Program	5 days	\$1,800	\$1,625
Planning*	3 days	\$1,080	\$975
Techniques	2 days	\$720	\$650

**Prerequisite*

Special Discounts

IAP2, ICMA and NCDD ACTIVE MEMBER DISCOUNTS: The Participation Company offers a discount to active members of IAP2, ICMA and NCDD. Make sure to check out our Early Bird Registration deadlines to take advantage of the discount.

- FULL WEEK (5-Days) Member Discount = \$100
- PLANNING* (3-Days) Member Discount = \$60
- TECHNIQUES (2-Days) Member Discount = \$40

For member discounts to apply, you must note IAP2, ICMA, or NCDD and your Member ID# in the COMMENTS box on the registration form, then choose the appropriate rate at checkout. Member discounts expire on the Early Bird deadline.

[View Course Locations and Dates](#)

What to Expect: After you have registered, you will receive details specific to each training location via email four (4) weeks prior to the training dates. If you need assistance, please contact us: 720-237-9175 or melissa@theparticipationcompany.com.

Register early, save with Early Bird pricing and help make this a successful event. *This not only saves you money and secures you a seat in a limited seating event (min 15, max 25 unless otherwise noted by location), but it assists us in our planning because all training events require a minimum number of participants. Decisions for “go” or “no go” events are made within the week after the Early Bird Deadline.*

[For complete details please view our Policies.](#)

AICP Credit **CM I 6 CM** per training day completed.



TPC prepares you to solve the most controversial and complex challenges in the people-based areas that matter most, public participation, citizen engagement, and community engagement, with confidence. Start the conversation: [contact The Participation Company.](#)

Copyright © 2017 The Participation Company, LLC. All Rights Reserved.



PUBLIC PARTICIPATION TRAINING

ARLINGTON, VA

APRIL 16 - 20, 2018

8:30 AM - 4:30 PM

HANDS-ON WORKSHOP | Globally Recognized Standard for Effective Community Engagement

THE PARTICIPATION COMPANY formed when a group of some of the most experienced and successful practitioners gathered to provide IAP2's flagship public participation training to people who needed it most.

This team of experts has developed and refined the International Association for Public Participation (IAP2) training curriculum. Most importantly, these highly experienced professionals have designed and executed some of the most challenging public engagement challenges around.

We've been in your shoes and we've faced the problems that you're facing. We'll help you learn and execute practical, doable solutions. We promise.

LEARN WHAT WORKS

Public involvement and community engagement are constantly changing. IAP2's highly respected training program has evolved with changes in demographics, public attitudes and government.

Both new and experienced users and practitioners of community engagement will benefit from the structure, proven techniques and knowledge that you'll get in this highly interactive training course.

PLANNING FOR EFFECTIVE PUBLIC PARTICIPATION CM I 18

THREE DAYS

This course is based on proven success over a wide array of worldwide projects.

When you learn the scope of decision making, the processes, and the roles of proponents and the public, you'll know how to apply the foundations to your own challenges.

This course is a prerequisite to the Techniques class.

TECHNIQUES FOR EFFECTIVE PUBLIC PARTICIPATION CM I 12

TWO DAYS

You'll learn more than 40 ways of including the public that are meaningful to them and useful to you. You'll experience World Café, Interviews, Revolving Conversations, Deliberation, Advisory Groups and other techniques and methods that will make you more flexible, effective and successful.

THIS IS THE RIGHT COURSE FOR:

- Government managers and planners
- Public policy practitioners
- Sustainability and environment experts
- Infrastructure firms and specialists
- Utilities
- Community organizations and academics



AICP members can earn Certification Maintenance (CM) credits for this activity. When CM credits are available, they are noted at the end of an activity description. More information about AICP's CM program can be found at www.planning.org/cm.



DOUG SARNO

works and trains around the world as a strategic planner, facilitator, and trainer to help governments and communities solve complex problems and build more collaborative approaches to problem solving. He has developed many innovative approaches and tools in participation, and serves as a trainer, guide and coach for a wide variety of Federal agencies, local governments, and non-profit organizations. He served as the Executive Director of the International Association for Public Participation (IAP2) and was an original designer and Master Trainer for the IAP2 Certificate Training in Public Participation. He holds a B.S. in Civil Engineering and an M.B.A..

THE INTERNATIONAL ASSOCIATION FOR PUBLIC PARTICIPATION (IAP2)



Since 1990, IAP2 has been recognized as the premier public involvement authority and professional organization. With membership throughout global democracies, dedicated and seasoned practitioners have trained thousands to work with the public effectively. www.iap2.org



SCOTTSDALE - WASHINGTON D.C.

BECAUSE WE'RE EVEN BETTER TOGETHER

FOR MORE INFORMATION

melissa@TheParticipationCompany.com

Call (720) 237-9175

www.TheParticipationCompany.com



PUBLIC PARTICIPATION TRAINING

ARLINGTON, VA

APRIL 16 - 20, 2018

8:30 AM - 4:30 PM

Location: S R A International, 3434 Washington Blvd, Arlington, VA 22201

A confirmation email with additional event details will be emailed to all registered three weeks prior to event.

NAME _____

ORGANIZATION _____

DEPT (If Applicable) _____

TITLE _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE _____ MOBILE _____

EMAIL _____

EARLY BIRD REGISTRATION DEADLINE

March 9, 2018

LAST DAY TO REGISTER

April 4, 2018

PREREQUISITE REQUIREMENT

Completion of the IAP2 Foundation's Planning For Effective Public Participation prior to attending the Techniques for Effective Public Participation course

COURSE	CITY/STATE	MO/YR	TRAINER
PLANNING			
COMMUNICATIONS			

TRAVELERS: We recommend you do not confirm non-refundable travel until you receive our training confirmation email which is provided by MARCH 16th.

REGISTRATION - One registration form per person. Please place a check in the appropriate box <input type="checkbox"/>	REGULAR PRICING After 3/9/18	EARLY BIRD PRICING Through 3/9/18	*MEMBER DISCOUNT AICP, IAP2, ICMA, NCDD Expires 3/9/18
IAP2's Foundations in Public Participation (5 days, Both Planning and Techniques)	\$1,800	\$1,625	(\$100)
<input type="checkbox"/> Planning for Effective Public Participation (Mon-Wed, 3-days) CM I 18	\$1,080	\$975	(\$60)
<input type="checkbox"/> Techniques for Effective Public Participation (Thu-Fri, 2-days) CM I 12	\$720	\$650	(\$40)
Planning is a prerequisite to the subsequent module, Techniques.			

*MEMBER DISCOUNTS - PROVIDE YOUR *MEMBER ID # _____ ☐ AICP ☐ IAP2 USA ☐ ICMA ☐ NCDD

METHODS TO REGISTER

1) ONLINE REGISTRATION: <https://form.jotform.com/80034977884166>

2) E-MAIL: melissa@TheParticipationCompany.com

Complete form and Payment method ☐ Send Check ☐ Request Invoice (Payable On-Line)

3) MAIL THIS FORM & PAYMENT: The Participation Company, 6732 Zinnia Street, Arvada, CO 80004

QUESTIONS Email: melissa@TheParticipationCompany.com. Call (720) 237-9175

Checks and money orders should be made payable to THE PARTICIPATION COMPANY. All payments must be in US Dollars. Full payment must be received to complete the registration process.

CANCELS, SUBSTITUTES, TRANSFERS

REFUNDS are not available for cancellations made LESS THAN 3 WEEKS PRIOR to the scheduled course date. View the [detailed policy](#), other options, and related fees.

☐ Request AICP CM



Certification
Maintenance



Brenda Mills <bmill@ashevillenc.gov>

*Confidential details***Confirmed! IAP2 Foundations in Public Participation, Arlington, VA APR 16-20, 2018**

1 message

Melissa Sparlin <melissa@theparticipationcompany.com>
Cc: sarno@theparticipationcompany.com

Fri, Mar 16, 2018 at 11:19 AM

IAP2 Foundations in Public Participation - Arlington, Virginia APR 16-20, 2018Module I - **Planning** for Effective Public Participation Mon-Wed, APR 16-18Module II - **Techniques** for Effective Public Participation Thu-Fri, APR 19-20**Dear Participant,**

We look forward to seeing you at the IAP2 training **April 16 - 20, 2018** in Arlington, Virginia. This training is confirmed. Please make your necessary travel arrangements. Below is information to help orient you to the area. We look forward to meeting you.

Please reply to this email as confirmation you received it. We realize some emails might go into your SPAM and we want to be sure you are aware of the confirmation. — Done

Training Address/Location:

SRA International Arlington Office
3434 Washington Blvd.
Arlington, VA 22201

Hours:

Class will start each day at 8:30 AM and end at 4:30 PM

Lunch is not provided, a one hour lunch break will occur each day at noon. There are numerous restaurants within walking distance.

For Metro Line information:

Take the **Orange Line** to the **Virginia Square** metro stop. Exit the Virginia Square station by going up the escalator. Make a 180-degree turn and walk down Monroe Street for approximately two blocks. Turn right onto Washington Boulevard, or walk through the Giant Food parking lot. The SRA Arlington Center building is the white building at **3434 Washington Boulevard**; it appears to be behind Giant Food when walking down Washington Boulevard.

For Directions and a Map:<http://www.sra.com/about-us/locations/arlington-center.php>**Parking****Visitors must check in with the receptionist located on the Plaza Level upon arrival.**

Visitors, please note: There are a limited number of visitor's spaces in the Arlington Center parking garage. Also, please note that metered parking is available on the streets surrounding the building. Garage parking is available less than one mile away at Ballston Mall garage, **4238 Wilson Blvd.**, adjacent to the Ballston metro stop; and at the Clarendon Interpark Market Commons garage, **2800 Clarendon Blvd.**, adjacent to the Clarendon metro stop. You may also check out this website for more parking lot options: http://www.parkingcarma.com/parking_lots/3434-Washington-Blvd_Arlington/7cb4bd6c-021d-dc11-991d-0013723eb578/

Security

Everyone will need to check in at the lobby level and receive a pass for the day. Your names will be registered.

Hotels

Most hotels in downtown DC and Arlington or Alexandria Virginia will all be easy to access on metro, by car, or taxi. A few listings through Hotels.com.

Locally, the Hilton Arlington, Westin, Holiday Inn, Hilton Garden Inn, and Days Inn are within 1 mile of the training location.

If you haven't already, please provide Melissa with your cell phone number so we can reach you during the training. (720)237-9175 or melissa@theparticipationcompany.com.



Trainer

Your trainer for the full week is Doug Sarno. His mobile number is (703)927-6265.

Regarding AICP CM's

Planning for Effective Public Participation **CM I18** - AICP Course Number 9141941

Techniques for Effective Public Participation **CM I 12** - AICP Course Number 9141947

If you are a member of AICP and are pursuing the CM credits, the course numbers for the Arlington location are listed above.

Have a great day!

Melissa Sparlin
The Participation Company (TPC)

email: melissa@theparticipationcompany.com phone: **(720)237-9175**



Brenda Mills <bmill@ashevillenc.gov>

Your receipt for payment to The Participation Company LLC

1 message

PayPal <service@paypal.com>

Fri, Mar 2, 2018 at 4:20 PM

To: Brenda Mills <bmill@ashevillenc.gov>

Brenda Mills, thanks for using PayPal checkout!



You paid \$1,525.00 USD to
The Participation Company LLC



Thanks for using PayPal, Brenda Mills

Create a PayPal account in just a few seconds so every checkout is a snap!

Activate PayPal Now

Payment details

For your purchase on March 2, 2018

Details

IAP2 Foundations Arlington VA

\$1,525.00 USD

Rates: Foundations 5-Day MemberRate:
(thru 03/09/18)

Subtotal

\$1,525.00 USD

Amount you'll pay**\$1,525.00 USD**

Paid with

MasterCard x-6595

The transaction will appear on your statement as PayPal * PAYPAL *TPCLLC

Ship to

Brenda Mills
P.O. Box 7148
Asheville, NC 28802
United States

PayPal: easy to get, easy to use

PayPal isn't just a convenient way to shop online. It's also an easy way to send money to anyone, across town or around the world.

[Activate PayPal Now](#)**Merchant details**

The Participation Company LLC
melissa@theparticipationcompany.com
720-237-9175

Customer Details

Brenda Mills
bmills@ashevillenc.gov



NC

Please do not reply to this email. To get in touch with us, click [Help & Contact](#), or call 1 (888) 221-1161.

Copyright © 1999-2018 PayPal, Inc. All rights reserved. PayPal is located at [2211 N. First St., San Jose, CA 95131](#).

PayPal PPC000885:1.59:4091832516712



Brenda Mills <bmill@ashevillenc.gov>

Registration Received - Arlington, VA - IAP2 Foundation training APR 16, 2018

1 message

The Participation Company <noreply@jotform.com>

Fri, Mar 2, 2018 at 4:12 PM

Reply-To: melissa@theparticipationcompany.com

To: bmill@ashevillenc.gov



Request AICP CM credit	No
Full Name	Brenda Mills
E-mail	bmill@ashevillenc.gov
Organization	City of Asheville
Department (if applicable)	Communications & Public Engagement
Title	Neighborhood & Community Engagement Manager
Address	Street Address: P.O. Box 7148 City: Asheville State / Province: NC Postal / Zip Code: 28802 Country: United States
Work Phone	(828) 259-5506
Mobile (Used ONLY for contact during training days)	(828) 712-2324
Select Course to Register	Foundations in Public Participation (Both courses, 5-Days)
How did you hear about this training?	IAP2USA.ORG Co-Worker
Please Confirm	I have read and understand the Policies and Procedures
Member Discount: Choose the organization for which you have an active membership.	IAP2 USA
Member Discount: Please provide your member ID# related to the organization checked above.	Please Confirm

ARLINGTON, VA IAP2 FOUNDATIONS TRAINING:

PLANNING for Effective Public Participation (Mon-Wed) APR 16 - 18, 2018 **CM I 18 CM**

TECHNIQUES for Effective Public Participation (Thu-Fri) APR 19 - 20, 2018 **CM I 12 CM**

TIME: 8:30 AM - 4:30 PM

LOCATION: S R A International, [3434 Washington Blvd, Arlington, VA 22201](#)

TRAVEL NOTE: As per our Cancellation Policy - We recommend you do not schedule non-refundable travel until you receive an EVENT CONFIRMATION email from us. This email is sent after the Early Bird Deadline and 3-4 weeks prior to the training.

Confirmation will be sent via email by March 16th. This EVENT CONFIRMATION email will also include additional event details.

We require a minimum number of registrations for an event to move forward. The confirmation or decision to cancel is based on meeting our minimum. This decision is made within the week after the Early Bird Deadline. If you know of others that may be interested in this training we ask that you encourage them to register early.

If you have registered for this event in error please notify us at melissa@theparticipationcompany.com or (720)237-9175.

Thank you!

The Participation Company



3958343274503877598.pdf

16K

**BRENDA MILLS,****ENJOY A SPECIAL ROOM
UPGRADE FOR ONLY****\$25****SHOW MY CUSTOM UPGRADE*****Your Room Information:***1 KING BED DELUXE,
Non-Smoking

Rooms:	1
Guests:	1 Adult
Check In:	Apr 15 3:00 PM
Check Out:	Apr 22 12:00 PM

Free Cancellation: If your plans change, let us know by Apr 12 to avoid being charged for the first night.*

Your Plan Information:

AARP

Rate per night :

Apr 15 2018 - Apr 16 2018	203.15 USD	→ 230.07
Apr 16 2018 - Apr 19 2018	227.05 USD	→ 257.13 x 3
Apr 19 2018 - Apr 20 2018	215.10 USD	243.60
Apr 20 2018 - Apr 22 2018	203.15 USD	230.07 x 2

Total for Stay per Room

Rate:	1,505.70 USD
Taxes:	199.51 USD
Total:	1,705.21 USD

Total for Stay : 1,705.21 USD***The comforts of home even when you're away.***

We want to make sure your arrival is the perfect beginning to a relaxing stay, so let us prepare your room ahead of time with any extra touches that would make it feel more like home*.

minus
personal
expense
for 4/24/18
\$230.07



city cost 1,475.14

CUSTOMIZE YOUR STAY



Hilton
HONORS

unlock
your door with your phone
in the Hilton Honors app

get the app



Great Prices, Earn Points

Rent a Car Today

Alamo enterprise National

RENT NOW



earn
up to 100,000 Bonus Points

Hilton Honors

Learn More

Terms Apply

Hilton



Hilton
HONORS

Rate Rules and Cancellation Policy:

- Your reservation is guaranteed for late arrival.
- If your plans change please let us know – it's free to cancel or update your reservation by 11:59 PM local hotel time on Apr 12, 2018.

Additional Information:

Room Preferences: Away From Elevator; Two Beds; High Floor; Non-Smoking

Your room type preferences have been submitted with your reservation and are subject to hotel availability.

Tax:

- 6.00% per room per night
- 7.25% per room per night
- 6.00% per room per night
- 7.25% per room per night
- 6.00% per room per night
- 7.25% per room per night

Self parking: 20.00/night

Please do not reply to this email, as mail sent to this address cannot be answered.

You received this email because you indicated interest in receiving information from Hilton Honors.

*Standard Wi-Fi is free for Hilton Honors members. Premium, if available, has a fee (except for Diamond members). Wi-Fi access is not free in meeting spaces or at properties with a resort charge.

** Service of alcoholic beverages is subject to state and local laws. Must be of legal drinking age. Hilton Requests Upon Arrival™ items are subject to availability.

† Visit [Hilton.com/guarantee](https://www.hilton.com/guarantee) to learn more about our Best Price Guarantee.

Using a debit/credit card to check in? A hold may be placed on your card account for the full anticipated amount to be owed to the hotel, including estimated incidentals, through date of check-out. Holds may not be released for 72 hours from date of check-out or longer at the discretion of your card issuer. [Click here](#) if you need to modify or cancel your reservation.

Any change to your arrival or departure date or room type is subject to hotel availability and may result in a possible rate change or additional fee. Changes also may not be possible at a later date. Please [click here](#) to see all rules and restrictions.

This message and any attachments may contain confidential information. If it has been sent to you in error or if you have questions regarding your reservation, please contact Hilton Reservations and Customer Care at 1-800-4HONORS (446-6677), or [click here](#).

Hilton Honors™ membership and redemption of Points are subject to [Hilton Honors Terms and Conditions](#). Excludes Hampton by Hilton Hotels in Mainland China. [Create or Update a Profile](#).

[Click here to unsubscribe](#). Unsubscribing from all marketing email will prevent you from receiving your Hilton Honors Monthly Statement. You can continue to check your account by logging into your profile or by calling 1-800-4HONORS. Outside the United States and Canada, please dial + 800 44 45 86 67 for assistance.

© 2018 Hilton | ™ indicates a trademark of Hilton Domestic Operating Company Inc. or its subsidiaries | [Privacy Policy](#)

Hilton Reservations and Customer Care | [2050 Chenault Drive](#) | [Carrollton, Texas 75006, USA](#)



Brenda Mills <bmill@ashevillenc.gov>

eTicket Itinerary and Receipt for Confirmation FWME46

1 message

United Airlines, Inc. <unitedairlines@united.com>

Sun, Apr 8, 2018 at 4:47 PM

To: BMILLS@ashevillenc.gov

Receipt for confirmation number FWME46



A STAR ALLIANCE MEMBER

[United logo link to home page](#)

Issue Date: April 08, 2018

Confirmation: FWME46

[Check-In >](#)

TRAVELER INFORMATION

Traveler	eTicket Number	Frequent Flyer Number	Seats
MILLS/BRENDAGAIL	0162393783674	UA-XXXXX496	11C/21B/31C/6B

FLIGHT INFORMATION

Day, Date	Flight	Class	Departure City and Time	Arrival City and Time	Aircraft	Meal
Sun, 15APR18	UA5024 U		ASHEVILLE, NC (AVL) 10:35 AM	CHICAGO, IL (ORD - O'HARE) 11:35 AM	CRJ-200	Purchase
Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS.						
Sun, 15APR18	UA5625 U		CHICAGO, IL (ORD - O'HARE) 3:21 PM	WASHINGTON, DC (DCA - NATIONAL) 6:23 PM	ERJ 175	Purchase

Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS.
If this is an originating flight on your itinerary, please check in at the UNITED TERM 1 ticket counter.

Sun, 22APR18	UA705 H		WASHINGTON, DC (DCA - NATIONAL) 9:00 AM	CHICAGO, IL (ORD - O'HARE) 10:15 AM	A-319	Purchase
Sun, 22APR18	UA5136 H		CHICAGO, IL (ORD - O'HARE) 2:14 PM	ASHEVILLE, NC (AVL) 5:09 PM	CRJ-200	Purchase

Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS.
If this is an originating flight on your itinerary, please check in at the UNITED TERM 1 ticket counter.

FARE INFORMATION

Fare Breakdown

Airfare:	387.90
U.S. Transportation Tax:	29.10
U.S. Flight Segment Tax:	16.40
September 11th Security Fee:	11.20
U.S. Passenger Facility Charge:	18.00

Form of Payment:
MASTERCARD
Last Four Digits 6595

Per Person Total:

462.60US

eTicket Total:

462.60US

The airfare you paid on this itinerary totals: 387.90 USD

The taxes, fees, and surcharges paid total: 74.70 USD

Fare Rules: Additional charges may apply for changes in addition to any fare rules listed.

NONREF/0VALUAFTDPT/CHGFEE

Cancel reservations before the scheduled departure time or TICKET HAS NO VALUE.

Baggage allowance and charges for this itinerary.

Baggage fees are per traveler

Origin and destination for checked baggage	1st bag	2nd bag	Maximum weight and dimensions per piece of baggage Max wt / dim per piece		
4/15/2018 Asheville, NC (AVL) to Washington, DC (DCA - National)	25.00 USD	35.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)		
4/22/2018 Washington, DC (DCA - National) to Asheville, NC (AVL)	25.00 USD	35.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)		

MileagePlus Accrual Details

MILLS/BRENDAGAIL						
Date	Flight	From/To	Award Miles	PQM	PQS	PQD
4/15/2018	5024	Asheville, NC (AVL)-Chicago, IL (ORD - O'Hare)	480	536	1	96
4/15/2018	5625	Chicago, IL (ORD - O'Hare)-Washington, DC (DCA - National)	550	612	1	110
4/22/2018	705	Washington, DC (DCA - National)-Chicago, IL (ORD - O'Hare)	490	612	1	98
4/22/2018	5136	Chicago, IL (ORD - O'Hare)-Asheville, NC (AVL)	430	536	1	86
			Award Miles	PQM	PQS	PQD
Brendagail's MileagePlus Accrual totals:			1950	2296	4	390

Important Information about MileagePlus Earning

- Accruals vary based on the terms and conditions of the traveler's frequent flyer program, the traveler's frequent flyer status and the itinerary selected. United MileagePlus® mileage accrual is subject to the rules of the MileagePlus program
- Once travel has started, accruals will no longer display. You can view your MileagePlus account for posted accrual
- You can earn up to 75,000 award miles per ticket. The 75,000 award miles cap may be applied to your posted flight activity in an order different than shown
- PQD are a Premier status requirement for members in the U.S. only.

- Accrual is only displayed for MileagePlus members who choose to accrue to their MileagePlus account.
-

eTicket Reminders

- **Check-in Requirement** - Bags must be checked and boarding passes obtained at least 30 minutes prior to scheduled departure. Baggage will not be accepted and advance seat assignments may be cancelled if this condition is not met.

EXCEPTION: When departing from Anchorage, Atlanta, Austin, Baltimore, Chicago, Cincinnati, Cleveland, Dallas/Ft. Worth, Denver, Detroit, Fort Lauderdale, Greenville-Spartanburg, Guam, Honolulu, Houston, Indianapolis, Jacksonville,

Kona, Las Vegas, Los Angeles, Maui, Miami, New York (LGA), Newark, Orange County (SNA), Orlando, Philadelphia, Phoenix, Pittsburgh, Raleigh/Durham, Reno, San Diego, San Francisco, San Juan, PR (60 minutes), Savannah, Seattle, St. Louis,

St. Thomas, U.S. Virgin Islands (60 minutes), Tampa, Washington, DC (both IAD and DCA), the check in requirement time for Passengers and Bags is 45 minutes except where noted.

- **Boarding Requirement** - Passengers must be prepared to board at the departure gate with their boarding pass at least 15 minutes prior to scheduled departure.
 - Failure to meet the **Boarding Requirements** may result in cancellation of reservations, denied boarding, removal of checked baggage from the aircraft and loss of eligibility for denied boarding compensation.
 - Bring your boarding pass or this eTicket Receipt along with [photo identification](#) to the airport.
 - The FAA now restricts carry-on baggage to one bag plus one personal item (purse, briefcase, laptop computer, etc.) per passenger. The fare rules for your ticket may restrict your carry-on baggage allowance even further.
 - For up to the minute flight information, sign-up for our [Flight Status Updates](#) or call 1-800-824-6200; in Spanish 1-800-426-5561.
 - If flight segments are not flown in order, your reservation will be cancelled. Rebooking will be subject to the fare rules governing your ticket.
 - For the most current status of your reservation, go to our [Flight Status](#) page.
 - Your eTicket is non transferable and valid for 1 year from the issue date unless otherwise noted in the fare rules.
-

Data Protection Notice

Your personal data will be processed in accordance with the applicable carriers privacy policy and if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred

Customer Care Contact Information

We welcome your compliments, comments or complaints regarding United or a United travel experience.

You may contact us using our [Customer Care](#) form

Hazardous materials

Federal law forbids the carriage of hazardous materials on board aircraft in your luggage or on your person. A violation can result in five years imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124).

Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Common examples of hazardous materials/dangerous goods

include spare or loose lithium batteries, fireworks, strike-anywhere matches, aerosols, pesticides, bleach and corrosive materials.

Additional information can be found on:

[united.com restricted items page](#)
[FAA website Pack Safe page](#)
[TSA website Prohibited Items page](#)

Refunds Within 24 Hours

When you book and ticket a reservation through united.com, the United mobile app, the United Customer Contact Center, at our ticket counters or city ticket offices, or if you

use MileagePlus® miles to book an award ticket, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund of the ticket price

to the original form of payment if you cancel the reservation within 24 hours of purchase and if the reservation is made one week or more prior to scheduled flight departure.

IMPORTANT CONSUMER NOTICES

- **Notice of Baggage Liability Limitations** - For domestic travel between points within the United States (except for domestic portions of international journeys), United's liability for loss of, damage to, or delay in delivery of a customer's checked baggage is limited to \$3,500 per ticketed customer unless a higher value is declared in advance and additional charges are paid (not applicable to wheelchairs or other assistive devices). For such travel, United assumes no liability for high value, fragile, perishable, or otherwise excluded items; excess valuation may not be declared on certain types of valuable articles. Further information may be obtained from the carrier. For international travel governed by the Warsaw Convention (including the domestic portions of the trip), maximum liability is approximately 640 USD per bag for checked baggage, and 400 USD per passenger for unchecked baggage. For international travel governed by the Montreal Convention (including the domestic portions of the trip), maximum liability is 1,131 SDRs per passenger for baggage, whether checked or unchecked. For baggage lost, delayed, or damaged in connection with domestic travel, United requires that customers provide preliminary notice within 24 hours after arrival of the flight on which the baggage was or was to be transported and submit a written claim within 45 days of the flight. For baggage damaged or delayed in connection with most international travel (including domestic portions of international journeys), the Montreal Convention and United require customers to provide carriers written notice as follows: (a) for damaged baggage, within seven days from the date of receipt of the damaged baggage; (b) for delayed baggage, within 21 days from the date the baggage should have been returned to the customer. Please refer to Rule 28 of United's Contract of Carriage for important information relating to baggage and other limitations of liability.
- **Notice of Incorporated Terms** - Transportation is subject to the terms and conditions of United's Contract of Carriage, which are incorporated herein by reference. Incorporated terms may include, but are not limited to: 1. Limits on liability for personal injury or death of the customer, and for loss, damage, or delay of goods and baggage, including high value, fragile, perishable, or otherwise excluded items. 2. Claims restrictions, including time periods within which customers must file a claim or bring an action against the carrier. 3. Rights of the carrier to change terms of the contract. 4. Rules about reconfirmation of reservations, check-in times, and refusal to carry. 5. Rights of the carrier and limits on liability for delay or failure to perform service, including schedule changes, substitution of an alternate air carrier or aircraft, and rerouting. The full text of United's Contract of Carriage is available at united.com or you may request a copy at any United ticket counter.

Passengers have the right, upon request at any location where United's tickets are sold within the United States, to receive free of charge by mail or other delivery service the full text of United's Contract of Carriage.

- **Notice of Certain Terms** - If you have purchased a restricted ticket, depending on the rules applicable to the fare paid, one or more restrictions including, but not limited to, the following may apply to your travel: (1) the ticket may not be refundable but can be exchanged for a fee for another restricted fare ticket meeting all the rules/restrictions of the original ticket (including the payment of any difference in fares); (2) a fee may apply for changing/canceling reservations; or (3) select tickets may not be eligible for refunds or changes even for a fee; (4) select tickets have no residual value and cannot be applied towards the purchase of future travel; or (5) travel may be restricted to specific flights and/ or times and a minimum and/or maximum stay may be required. United reserves the right to refuse carriage to any person who has acquired a ticket in violation of any United tariffs, rules, or regulations, or in violation of any applicable national, federal, state, or local law, order, regulation, or ordinance. Notwithstanding the foregoing, you are entitled to a full refund if you cancel a ticket purchased at least a week prior to departure within 24 hours of purchase.
- **Notice of Boarding Times** - For Domestic flights, customers must be at the boarding gate at least 15 minutes prior to scheduled departure. For International flights, customers must be at the boarding gate at least 30 minutes prior to scheduled departure. The time limits provided by United in this Notice are minimum time requirements. Customer and baggage processing times may differ from airport to airport. Please visit united.com for information regarding airport-specific boarding times. It is the customer's responsibility to arrive at the airport with enough time to complete check-in, baggage, and security screening processes within these minimum time limits. Please be sure to check flight information monitors for the correct boarding gate and the departure time of your flight. Failure to be at the boarding gate by the required time could result in the loss of your seat without compensation, regardless of whether you are already checked in or have a confirmed seat and boarding pass.
- **Advice to International Passengers on Carrier Liability** - Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including contracts of carriage embodied in applicable tariffs, governs, and may limit the liability of the Carrier in respect of death or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.
- **Notice - Overbooking of Flights** - Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadlines, which are available upon request from the air carrier, persons, denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. *Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.*

Thank you for choosing United Airlines
united.com

[Legal Notices](#). [Privacy Policy](#)

Copyright © 2018 United Airlines, Inc. All rights reserved.
For assistance, please contact United Airlines via telephone or via e-mail.



Brenda Mills <bmill@ashevillenc.gov>

Your United reservation for Washington, DC, US (DCA - National) is processing

1 message

United Airlines, Inc. <unitedairlines@united.com>

Sun, Apr 8, 2018 at 4:45 PM

To: bmill@ashevillenc.gov

Add UnitedAirlines@news.united.com to your address book. [See instructions.](#)

Sunday, April 08, 2018

Thank you for choosing United



We're processing your reservation and will send you an eTicket Itinerary and Receipt email once completed. This process usually takes less than an hour, but in rare cases it could take longer. If you don't receive an eTicket Itinerary and Receipt email within 24 hours, please call the [United Customer Contact Center](#)

Confirmation number:

Asheville, NC, US (AVL)
to Washington, DC, US (DCA - National)

FWME46

[Manage reservation](#)

Purchase summary

1 Adult (18-64)
Taxes and fees\$387.90
\$74.70**Total****\$462.60**

Credit card payment: \$462.60 (MasterCard-**6595)

Trip summary

Sun, Apr 15, 2018



UA 5024 Operated By SKYWEST DBA UNITED EXPRESS

1 Connection

7h 48m total

Duration: 2h

10:35 am

Asheville, NC, US (AVL)

**11:35 am**

Chicago, IL, US (ORD - O'Hare)

United Economy (U)
Snacks for Purchase

! Long layover

3h 46m Layover



UA 5625

Operated By SKYWEST DBA UNITED EXPRESS

3:21 pm

Chicago, IL, US (ORD - O'Hare)

**6:23 pm**

Washington, DC, US (DCA - National)

Duration: 2h 2m
United Economy (U)
Snacks for Purchase

Wi-Fi

! Long layover

Sun, Apr 22, 2018



UA 705

1 Connection

8h 9m total

9:00 am

Washington, DC, US (DCA - National)

**10:15 am**

Chicago, IL, US (ORD - O'Hare)

Duration: 2h 15m
United Economy (H)
Snacks for Purchase

Wi-Fi

! Long layover ! Terminal change

3h 59m Layover



UA 5136

Operated By SKYWEST DBA UNITED EXPRESS

2:14 pm

Chicago, IL, US (ORD - O'Hare)

**5:09 pm**

Asheville, NC, US (AVL)

Duration: 1h 55m
United Economy (H)
Snacks for Purchase

! Long layover ! Terminal change

Travelers

Brenda Mills

AVL to	11C
ORD	
ORD to	21B
DCA	
DCA to	31C
ORD	
ORD to	6B
AVL	

Email address: bmills@ashevollenc.gov

Home phone: +1 (828) 712-2324

SAVE up to **40%** on base rates and **EARN** up to **2,750** miles on rentals of 1 or more days

Terms apply.

Quote this offer



Need a hotel?

Enjoy special hotel rates*, exclusively for United flyers.

See deals

*Subject to availability



Economy Plus

Secure more legroom for your flight today.

[Learn More](#)





Earn 40K Bonus Miles

+ \$100 Statement Credit

Earn miles. Take vacations. [Learn More >](#)

Additional trip planning tools

[Baggage Policies](#): View current baggage acceptance allowances.

[Passport and Visa Information](#): International Travel Documentation requirements

Carry-on baggage allowed

United accepts the following items, per customer to be carried on the aircraft at no charge:

One carry-on bag no more than 45 linear inches or 114 linear centimeters

One personal item (such as a shoulder or laptop bag)

Due to FAA regulations, operating carriers may have different carry-on requirements. Please check with the operating carrier for more information or go to united.com/baggage.

Checking bags for this itinerary

Checked baggage service charges are collected at any point in the itinerary where bags are checked. The bag service charges below reflect a maximum outside linear dimension of 62 linear inches (157 cm).

First and second baggage service charges per traveler as listed below:	1 st bag	2 nd bag	Weight per bag
✈ Sun, Apr 15, 2018			
Asheville, NC, US (AVL) to Washington, DC, US (DCA - National)	\$25 per traveler	\$35 per traveler	50 lbs (23 kgs)
✈ Sun, Apr 22, 2018			
Washington, DC, US (DCA - National) to Asheville, NC, US (AVL)	\$25 per traveler	\$35 per traveler	50 lbs (23 kgs)

These amounts represent an estimate of the first and second checked baggage service charges that may apply to your itinerary. If your itinerary contains multiple travelers, the service charges may vary by traveler, depending on status or memberships.

4/9/2018

City of Asheville Mail - Your United reservation for Washington, DC, US (DCA - National) is processing

First and second bag service charges do not apply to active-duty members of the U.S. military and their accompanying dependents. For additional information regarding baggage charges, allowances, weight/size restrictions, exceptions or embargoes, or charges for overweight, oversized, excess, odd-sized baggage, special items or sporting equipment, visit [united.com/baggage](https://www.united.com/baggage).

[united.com](https://www.united.com)

[Deals & offers](#)

[Reservations](#)

[Earn miles](#)

[My account](#)

STAY CONNECTED



A STAR ALLIANCE MEMBER



Copyright © 2018 United Airlines, Inc. All Rights Reserved

[View our Privacy Policy.](#)

E-mail Information

Please do not reply to this message using the "reply" address.

The information contained in this e-mail is intended for the original recipient only.

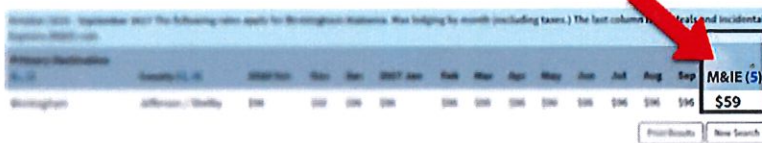
United MileagePlus
900 Grand Plaza Dr.
Houston, TX 77067 USA

Meals and Incidental Expenses (M&IE) Breakdown

Choose one of the headings below to get meals and incidental expense rates (M&IE) for federal travelers.

Find total M&IE for travel in the continental U.S.

1. Determine the location where you will be working while on official travel.
2. Look up the location-specific information at www.gsa.gov/perdiem.
3. In the per diem rates table provided, find the row for your specific location and note the amount listed in the last column for "M&IE." This is the total daily M&IE for your specific location. See example below.



Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	M&IE (5)
Birmingham	\$59	\$59	\$59	\$59	\$59	\$59	\$59	\$59	\$59	\$59

Find M&IE breakdown by meal for travel in the continental U.S.

M&IE Breakdown

M&IE Total (1)	Continental Breakfast/ Breakfast (2)	Lunch (2)	Dinner (2)	Incidental Expenses	First & Last Day of Travel (3)
\$51	\$11	\$12	\$23	\$5	\$38.25
\$54	\$12	\$13	\$24	\$5	\$40.50
\$59	\$13	\$15	\$26	\$5	\$44.25
\$64	\$15	\$16	\$28	\$5	\$48.00
\$69	\$16	\$17	\$31	\$5	\$51.75
\$74	\$17	\$18	\$34	\$5	\$55.50

1. This table lists the full daily amount federal employees receive for a single calendar day of travel when that day is neither the first nor last day of travel.
2. The separate amounts for breakfast, lunch and dinner listed in the chart are provided should you need to deduct any of those meals from your trip voucher. For example, if your trip includes meals that are already paid for by the government (such as through a registration fee for a conference), you will need to deduct those meals from your voucher. Refer to Section 301-11.18 of the Federal Travel Regulation for specific guidance on deducting these amounts from your per diem reimbursement claims for meals furnished to you by the government. Other organizations may have different rules that apply for their employees; please check with your organization for more assistance.
3. This column lists the amount federal employees receive for the first and last calendar day of travel. The first and last calendar day of travel is calculated at 75 percent.

Find M&IE breakdown by meal for foreign and outside the continental U.S. (OCONUS) travel

The shortcut to this page is www.gsa.gov/mie.

For all travel policy questions, email travelpolicy@gsa.gov.





FY 2018 Per Diem Rates for Virginia

(October 2017 - September 2018)

Cities not appearing below may be located within a county for which rates are listed.

To determine what county a city is located in, visit the National Association of Counties (NACO) website (a non-federal website).

October 2017 - September 2018 You searched for: **Virginia** Max lodging by month (excluding taxes.) The last column is the Meals and Incidental Expense (M&IE) rate.

Primary Destination (1, 2)	County (3, 4)	2017 Oct	Nov	Dec	2018 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	M&IE (5)
Standard Rate	Applies for all locations without specified rates	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$93	\$51
Abingdon	Washington	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$69
Blacksburg	Montgomery	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$59
Charlottesville	City of Charlottesville / Albemarle / Greene	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$128	\$69
District of Columbia	Washington DC (also the cities of Alexandria, Falls Church and Fairfax, and the counties of Arlington and Fairfax, in Virginia; and the counties of Montgomery and Prince George's in Maryland)	\$250	\$201	\$201	\$201	\$201	\$253	\$253	\$253	\$253	\$175	\$175	\$250	\$69
Loudoun	Loudoun	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$101	\$59
Lynchburg	Campbell / Lynchburg City	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$59
Richmond	City of Richmond	\$146	\$139	\$139	\$139	\$139	\$139	\$139	\$139	\$139	\$139	\$139	\$146	\$64
Roanoke	City limits of Roanoke	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$107	\$59
Virginia Beach	City of Virginia Beach	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$180	\$180	\$180	\$99	\$59
Wallops Island	Accomack	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$205	\$205	\$108	\$64
Warrenton	Fauquier	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$97	\$59
Williamsburg / York	James City / York Counties / City of Williamsburg	\$101	\$101	\$101	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$108	\$101	\$64

Footnotes

1. Traveler reimbursement is based on the location of the work activities and not the accommodations, unless lodging is not available at the work activity, then the agency may authorize the rate where lodging is obtained.
2. Unless otherwise specified, the per diem locality is defined as "all locations within, or entirely surrounded by, the corporate limits of the key city, including independent entities located within those boundaries."
3. Per diem localities with county definitions shall include "all locations within, or entirely surrounded by, the corporate limits of the key city as well as the boundaries of the listed counties, including independent entities located within the boundaries of the key city and the listed counties (unless otherwise listed separately)."
4. When a military installation or Government-related facility (whether or not specifically named) is located partially within more than one city or county boundary, the applicable per diem rate for the entire installation or facility is the higher of the rates which apply to the cities and/or counties, even though part(s) of such activities may be located outside the defined per diem locality.
5. Meals and Incidental Expenses, see Breakdown of M&IE Expenses for important information on first and last days of travel.